

# Reconfiguring Active Directory Records in the License Server Before Upgrading

## Problem

Upgrading the Helix ALM License Server fails and the following message is added to the license server log:

'Anonymous authentication is no longer supported for Active Directory with this version of the Helix ALM License Server. Reconfigure all Active Directory records in the Helix ALM License Server before upgrading to this version.'

## Cause

The LDAP libraries the license server uses to communicate with Active Directory were changed from OpenLDAP to Microsoft's Winldap in Windows to support single sign-on. The license server no longer supports anonymous authentication, so anonymous binding for queries must be disabled for LDAP servers the license server connects to for the upgrade to work.

## Solution

1. Uninstall the Helix ALM product that upgraded the license server.
2. Reinstall the product version you were using before the upgrade.
3. Use the Helix ALM License Server Admin Utility to edit all LDAP servers and disable the Use anonymous binding for query option. See the [license server admin help](#) for information.
4. Perform the upgrade.

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